



**Dispatch Operations Advisory Group
Regular Meeting**

Agenda

July 26, 2022 - 1:00 PM

Join by phone 1-323-886-6897 Conference ID number # 657 865 179#

Email KT.McNulty@REDCOM-Fire.org to request web link

I. Call to Order

II. Public Comment Period

In this time period, anyone may address the DOAG regarding any subject over which the DOAG has jurisdiction but which is not on today's agenda. Individuals will be limited to a three-minute presentation. Members of the public will be given the opportunity to address the DOAG regarding items on the agenda at the time that the agenda item is taken up by the DOAG.

III. Approval of Minutes

- a) January 25, 2022, Meeting Minutes - Spencer Andreis

IV. New Business

- a) Presentation of the FY Q4 REDCOM Director's report. – KT McNulty
b) Discussion on SOG 3, Event Type Criteria. Action to approve proposed new event type – Park Rescue – Spencer Andreis
c) Discussion on SOG 5, Fire Draw Down. Action to approve proposed amendments. - Spencer Andreis
d) Discussion on SOP 6, Resource Identifications. Action to approve proposed amendments. - Spencer Andreis
e) Discussion on SOP 19, Fire Resource Move-Ups. Discussion on what roles are appropriate to initiate move ups. Action to approve agreed upon new language. - Spencer Andreis

VI. Work Group Reports/ Sub Committees

Work Groups developing dispatch implementation recommendations will present reports to the DOAG. The DOAG may take action on information contained in the reports.

- Dispatch Steering Committee (EMD or EFD topics) –
- Radio -
- SOP- Training
- CAD /Back –up

VII. Announcement Items from the Membership

Conduct a roundtable of members

Next Meeting September 27, 2022, at 1300 on Teams

Adjournment:



Dispatch Operations Advisory Group **Meeting Minutes**

January 25th, 2022 – @ 1:00 pm
Join by phone 1-323-886-6897 ID: 622 227 057#
or Email KT.McNulty@REDCOM-Fire.org to request web invite

Present:

Spencer Andreis - Chair - Sonoma Valley Fire
Shepley Schroth-Cary – Vice Chair- Gold Ridge Fire
Ambrose Stevens - AMR Operations Manager
Travers Collins – Santa Rosa Fire Department
Brian York - CALFIRE

Others Present:

KT McNulty- REDCOM Executive Director
Brenda Bacigalupi – REDCOM Administrative Assistant
Evonne Stevens -REDCOM Operations Manager
Ken Reese-REDCOM Comm. Manager
Brian Crabb
Chad Costa
Matthew Gloeckner
JohnRey Hassan
Chris Matthies
Russell Holmes
Ben Nicholls
Cody Bagley

Absent-

James Salvante - Coastal Valley EMS

Notice: Copies of additional materials provided to the Board of Directors for information on agenda items are available at the REDCOM fire & EMS 9-1-1 Center.

1. Call to Order Made by Spencer Andreis @ 13:00
2. Approval of the Agenda Motion to approve minutes made by Brain York and Second Ambrose Stevens – Discussion – No Further Comments – Approved unanimously.

3. Approval of the September 28th, 2021, REDCOM DOAG Meeting Minutes -Spencer Andreis Motion to approve minutes made by Travers Collins and Second Brian York – Discussion – No Further Comments – Approved unanimously.

4. Public Comment Period

In this time-period, anyone from the public may address the REDCOM Board of Directors regarding any subject over which the Board has jurisdiction, but which is not on today's agenda. Individuals will be limited to a three-minute presentation. No action will be taken by the Board as a result of any items presented at this time.

None

5. New Business

- a) Presentation of the 2nd Quarter FY 21/22 Directors Report – KT McNulty – REDCOM Board of Directors has not heard this report. We canceled our January meeting. For our ACE EMD and EFD compliance. We continue to be compliant in the EMD for the last quarter. However, we are seeing a little bit of struggle with our EFD in the last quarter. Mainly in part to a new quality assurance manager assigned to us. They have a totally different learning curve, so our staff are having to kind of learn, on the fly some new things that they have been doing incorrectly for almost two years now. It is just a small dip, and we are hoping to get that turned around. We have established a training program to fix the main issues and we are working with individuals on the smaller issues.

My next couple items are just a 2021 recap. This is our hands on chest report, and it represents Barrier and non-Barrier cases. The median time is measured in seconds and AHA standard is 120 seconds. The Barrier cases are anytime that we are unable to get a patient quickly into position. Whether they were in a bathtub, a chair, a vehicle or trapped themselves behind a door when they went down. We are typically well within these AHA standards for non-Barrier cases and then as you can see with the Barrier cases we do end up outside that standard. There are a lot of times it is completely out of the EMD hands as far as what it takes to move a patient. Sometimes the callers are just not physically able to do so.

For the Arrest Recognition - That's the dispatcher asking – OK, tell me exactly what happened. Followed by the caller's story. Sometimes that takes way too long. Then we will ask are they awake and breathing? Unless it is already obvious to us. This is 9-ECHO-1, Not breathing at all. That is when it is completely obvious to us, and we do not have to ask those questions. You can see it happens a lot quicker.

Recognition to patient positioning – That is the dispatcher saying, I have help on the way to you. Go get a defibrillator if one is available? Are you right by the patient now? Then us instructing them to position that patient. Then after that the last gray measurement here, is us physically telling the caller to put their hands on the chest of the patient and to begin pumping.

Overall measured are standards against other ACE Agencies in the nation and we are typically beating the average ACE center by a few seconds in each category.

I just did a recap of EMD call volume and broken down by event type. There are no major surprises. Fall, Sick, and Breathing is our most common cases. We took 34,412 EMD calls for service. In EFD also no surprises. Our most common calls were for Fire Alarms. We took 8627 total. This is just down for EMD and EFD a couple hundred in each category from 2020.

In our staffing, we remain fully staffed in the Upper Management positions all four Supervisor positions are filled. We do still have one supervisor in training. On our full-time dispatchers we are down one position, and we have a requisition out now to replace the dispatcher that we lost. All our part time positions are currently filled.

Strategic Planning – The biggest update that I have put in three separate grant proposals to take care of our major projects that we need to get completed. That is the Control 2 and 4 radio infrastructure upgrades. This would bring end of life equipment up to date at the 16 different tower sites. The second in line is the REDCOM 911 expansion. That will add office space for all of the overhead folks as well as four backup 911 consoles which would include 911 Banks, Radios, and a CAD system. The last one is to expand Control 3 throughout Sonoma County at all 16 repeater sites. It is currently sitting at three sites. We want to add it to 13 more sites to make it county wide. We lumped the Com Van chassis replacement into the expansion grant proposal.

Technology – Academy Analytics as of today they are receiving our feed. We just need to do a little bit of setup work with the accounts, and it should be ready to roll. What that is, is when I talked about the hands-on chest report. It is a way for us to look at our overall EMD and EFD health against other centers. It is a really good way to generate reports and find data in real time. It is going to be an amazing tool to us, and it does not cost us anything to participate in that program. It also gives the Academy data patient driven data for them to do studies from.

Genesis Pulse – This program that allows us to integrate Waze traffic information with our CAD AVL locations it gives us caller location services, medical alarm information as well as real time traffic reporting from the application from folks in the field. I did write this incorrectly. I wrote that there was no cost, but there was a cost initially and there will not be any additional subscription costs for five years.

Google Sheets is now being used to house deployment plans for folks to go in and edit their own plans and then also look at other people's plans.

Call Trends - Total 911 call volume by month continues to be consistent with no major changes. Our average call duration is fairly consistent. As far as our contractual performance we continue to be above standards in all areas. Call Processing is the same, and then our exemptions continue to be consistent, but I would like to look at a way to measure year to year what exemptions we are asking for in each category to kind of measure that we are consistently asking for similar amounts of exemptions in the same categories. Looking month to month it continues to be about the same on the Cell Phones and more than one call in queue being the most frequent. That is it for my report any questions as far as the technology upgrades goes?

Spencer Andreis – Has far as the technology upgrades go that you have. It looks like the grants are written as priority A.B.C. options. Is that kind of your priorities for you in the center?

KT McNulty – Yes, the 2 and 4 upgrade is definitely the highest priority. The expansion would be nice if another disaster it would be tremendous to have those extra consoles. Control 3 would be nice, but it is not a real high priority. It is stable the way it is.

Spencer Andreis - Great, any questions for KT on the director report?

- b) Update on ambulance posting on REDCOM – KT McNulty – We have been in contact with the radio shop trying to figure out a feasible way to get the ambulance posting off of REDCOM and on to some other channel so that not everyone needs to hear all the posting traffic that does not need to. The radio shop was looking at potentially using a different send and receive tone for SLS units to have programmed into their own portables. However, they found that not to be feasible. Another idea came up recently is to potentially do posting on Med 10, so SLS units can monitor that as needed. I did I bring up a concern about units being able to hear those postings while they are in the hospital. The solution we came up with is that we would use Med 10 if they are out and already posting in the system. If they need to be toned out because they are in a building, we will tone them over the main REDCOM frequency. I think that would greatly alleviate the amount of post moves that our agencies are hearing. Agencies would still hear a smaller number of tones going out like for mutual aid move ups and would still be on the REDCOM channel. Kenny did I miss anything?

Ken Reese - That sums it up. There would probably have to be a little bit of work done, not only on the field side but also with the radio recorder to make sure that all that stuff being recorded. Yes, that is sums it up

Travers Collins – KT the end goal was to get all posting traffic eventually off of REDCOM right? Are we kind of wavering between minimal transmissions and minimal amount of traffic and moving majority to a different channel or what is the end goal on this?

KT McNulty - I think that the angle right now is minimal. It would be difficult because the number of agencies that are needing to be posted at different levels. I think it would be hard for instance, because Bells are almost always in quarters. When they are not on an incident to have a something that is not physically toning them out, I think would be difficult to get their attention.

Travers Collins – Do you have an internal working group that are working on solutions to the problem.

KT McNulty - We do not. I am open to it.

Travers Collins - I think we should. I have talked with Chad, Ken, and Spencer and to you about it. I recommend that we put a working group together to keep this ball rolling in the right direction and kind of want to get everybody's perspective on this. Especially yours from a Dispatcher side and Ken's from the technical side of it and fire especially with some of the

problems that we are running into. If we want to form a working group. I would be more than happy to sit on the group to assist anyway I can.

KT McNulty - Do we want to establish that now?

Spencer Andreis - If we iron out with technical side of Med 10 and that is proven effective to work. It seems to me that we are going to alleviate the majority of it and obviously any external outside agency move ups are going to have to be on REDCOM. There is no way around that. I think if Med 10 proves to be effective that will alleviate 85% of the traffic.

Travers Collins - What do you think the ETA is in regard to transitioning a majority over to Med 10?

KT McNulty – There is going to be a training component involved. I have not even talked to Ambrose about this outside of this meeting yet. I want to hear his perspective. There are apparently two different radios in SLS rigs. It is going to be a matter of ensuring that those units are tuned into the correct channels on the correct radios. There is going to need to be some ownness on part of the crews out at the hospital about checking their own timers and communicating ahead of time that they are ready to clear or not ready to clear.

Ambrose Stevens - I suspect there is going to be a bit of culture shift around it at SLS. My thoughts would be if it is alright if we are talking about establishing a work group around that I would love to participate in that. That will give me an opportunity as well to take this back to our FTOs and our labor group and to make sure essentially whatever we choose is the solution is going to actually fly with them. I want to make sure whatever we end up doing is something feasible that will make sense for everybody and accomplish the goal but do so in a way that you know takes into account the concerns that might be brought up from our field folk.

Travers Collins - I think you should include that in the discussion. It seems like I am probably going to step on someone's toes a little bit when I say this. It seems like a gentle balance Ambrose of appeasing your workgroup and letting them know we need to do this for the greater good of all the other agencies. You know working off of REDCOM. I totally get trying to appease them to make them happy if they give us a good work environment. I think if we can implement a training that gives them a clear direction on how to move forward, I think we need to start transitioning to that get that done.

Ambrose Stevens - My concern more about appeasing is I should say less about appeasing folks and more about making sure that whatever we do is going to have an ironed-out training component so that we are making sure that the right message is getting out there in a way that is effective and is going to be heard. That way we can get everybody on the same page as quick as possible. Like KT mentioned, I suspect there is going to be cultural shifts around ownness on keeping track of timers and verbalizing when you are going to be inside buildings or not. I think having those conversations before we roll anything out would probably be the wise move.

Travers Collins - I can help in any way. I can sit on a committee or sit on a working group. Chad said he wanted to help and Spencer as well.

Chad Costa - I do not mind helping. I think it is definitely doable, as long as there are two radios because the challenge with one radio is if REDCOM is talking they would not hear the posting and that is the issues that we have had. We have tried this before in the past with MEDCOM I believe. If we have a better channel and a better option, I will sit on it. I do not mind doing that. KT if you want me to be the fire representative, we do not need a bunch of fire people on it I would imagine.

KT McNulty – OK. The other hard piece about the Med 10 is that the crews will only hear that Channel if they are sitting in their rig. If they are out walking around or in a market or wherever they are, they are not going to hear it. My proposal would be to attempt them on Med 10 first and if we do not get a response within X amount of seconds or minutes then we are toning them out over REDCOM.

Chad Costa - Is there a reason the frequency cannot be on a portable?

Ken Reese – Med 10 is UHF and unless they have dual band portables which they do not. They would never hear it on their portable.

Chad Costa - OK and there are no other channels like MEDCOM or anything that we can accomplish the same goal on?

Travers Collins - What about Active 911 or Tablet Command? Also are those components that can be integrated?

Chad Costa - Let's save that for the working group.

Travers Collins - Let's create a group and move forward with those people that need to be on it so we can come up with a plan.

KT McNulty- - Sounds good.

Travers Collins - KT what do you think? You and me and Ambrose Stevens, Chad Costa, Ken Reese, and Evonne Stevens.

KT McNulty - Sounds good.

Travers Collins - Thank you guys very much.

Spencer Andreis - Any other discussion on Ambulance posting?

c) Discussion and approval of SOG 5 - Fire Draw Down updated must coverstations. – Spencer Andreis - KT asked me to draft a document to accompany SOG 5. Which is the must cover matrix for the county and really that bare bones more or less geographical coverage. It is not agency coverage. It is, how can we serve the Southern, East, West, North part of the county or central. With that, I created a spreadsheet that essentially will work. We are looking to accompany this policy and give the dispatch center a little more guidance on the who. Santa Rosa currently has always had a move up matrix. I believe they just updated it which I did copy it over and as you can see it clearly identifies what stations and if you can see it is about five agencies deep. In the event that we need to move up and cover to Santa Rosa Station 1 and if County Station 8 is committed it goes to Sebastopol. If Sebastopol is committed, it goes to Goldridge and so forth and so on. With that, I did pretty much the same methodology throughout the entire county identity with specifically only the must cover agencies or stations to cover that geographical area within the county. It is one of those documents that we can make small modifications or tweak it down the road if it does not work for your region or your agency.

KT McNulty - The reason why I ask Spencer to do this is, is we find that we are really successful with the Santa Rosa move ups. We have had this plan in place, and it is a visual and we have been staring at it for so long. I wanted this to exist in each region. When the request comes through to initiate move up or the dispatchers recognized draw down in a region, they can just do it automatically without having to bother the IC or the REDCOM Duty Officer about who should be moving where. Now it can just happen seamlessly. They can just deal with it and notify the IC what is going on.

Chad Costa - I do not want to do a dive deep into discussion. I think this is great, thanks Spence for doing it . My concern is that some agencies including mine and Rancho have an internal like Spencer alluded to coverage plan that we have three must cover stations. I guess what I would do then Spencer, is just work with you to update that Region 9 area to match it.

Spencer Andreis - I totally agree and this was again off the hip for me for the most part. I do know a lot of existing agreements that are in place, but more than likely, this is going to be that great alarm incident. Where you are going to be most likely exhausting those move up and coverage. I did not specify in mine either where I did our work working fire upgrade. Where it does that coverage plan very similar to yours, but this is a more. We are going to get the second, third alarm and all this move up and covers that are triggered with the upgrade are going to be pulled into the scene and now it would get a little deeper on and reaching out a little farther on getting these must cover station. Still just to be able to cover that certain geographical area wherever it may be.

Spencer Andreis - Just so everybody knows that I also did one for the entire County. It is every staffed station and right now we are just going to use this as an internal model unless KT sees otherwise. It basically mirrors this; it goes five deep so if I just want to get coverage at Petaluma Station 1 here are the five closest agencies that I would reach out to you so that way the dispatchers are not trying to do it off the fly.

Spencer Andreis – Any other questions, concerns, comments on SO G5?

Matt Gloeckner – KT, if we roll with this is there a trigger points that you guys have set up for when you would do this because sometimes you know you guys are really good about doing it for us when the IC is overwhelmed and then sometimes, we ask for it. Just like Chad said, kind of a follow up for making sure that our people as we get this rolling know what to expect when you guys would use this.

KT McNulty – For Santa Rosa. You are unique. We initiate that when you are not able to cover your own stations. For the rest of the county it would be once we recognize that a whole region and neighboring regions are completely drawn down.

Matt Gloeckner – OK, great thanks.

Spencer Andreis - Is that something that we want to possibly add to this policy to give the dispatcher a little more guidance and ability to make those decisions on their own. Example: I do not know how we would term it, but maybe greater than two alarms. I do not know, but something that at least gives them the ability to make that call versus on the fly.

KT McNulty - Yes

Matt Gloeckner - It is great to know that it is happening. Because most of the time when we request it at least for Santa Rosa it is already being done by REDCOM. They have been really good about handling all of that.

Spencer Andreis – For you guys it has been easy, but for the rest of the county it hits or miss. I would rather give the latitude to the dispatch center or the supervisors the ability to do it on their own but have a little bit of guidance within the policy, so it affords them that latitude.

Chad Costa - Other part of this too from a REDCOM Duty Officer's perspective is when an incident happens, REDCOM calls, and you are trying to cover stations. If there is a guide in place, I see it as being helpful for us as well to ensure some

consistency. Although there is a lot of factors, but if there is some consistency with that move up. If we reference a single document, I am a fan.

Spencer Andreis – I can come up with a quick paragraph or less of something to enable that the dispatcher, supervisor to initiate the move UPs for that Region Agency whomever maybe. To start the move up so that way the REDCOM Duty Officer does not have to get involved. It is more or less automatic. I do not know if we call it a confirmed working fire. If we call it something along those lines or something where we know that you are looking at commit times of resources exceeding one hour. Any thoughts?

Chad Costa - I remember when we were trying to do that move-up with live MUM. There were certain things that we talked about. I think there was an hour time. We would not necessarily want to activate this obviously if there were people going to be available in five minutes. I think there was some time frame in that built into that. Kenny might be able to speak to it. I think an hour and then multiple alarms or some type of thing it should be good enough.

Spencer Andreis - Multiple alarms or multiple resources within one geographical area within the county. Would show the automatic move-up. If the group is good with that and has no further questions or concerns and gives me a little bit of latitude to add something like that within this policy. Unless anybody else has any comments. I am looking for a motion to approve SOG 5.

Motion to approve made by Travers Collins and Second Brian York –
Discussion – No Further Comments – Approved unanimously.

- d) Discussion on REDCOM CAD timers and responder status checks. - Nathan DuVardo and Spencer Andreis – **KT McNulty – Move to next meeting, Nathan not present to speak.**

6. Old Business

- a) Discussion on return to in person meetings – Place holder if there is any improvement in Sonoma County’s Covid-19 status. - **KT McNulty – There is no update on that. I would like to see if we can get a room secured. At least reserved, even if we do not have a plan on doing it in person. Just so we have the placeholder there.**

Spencer Andreis - Is the tower still available TC? When do we return back to normal or are we looking at doing it somewhere else?

Travers Collins – The tower is fine. We have multiple classrooms be more than happy to accommodate.

KT McNulty – If I can get you the schedule for the DOAG and the REDCOM Board can we put those on the calendar?

Travers Collins - I will forward them over to Musgrove at the tower and make sure he makes space.

KT McNulty - Thank you.

7. WORK Group Reports

Radio

a) Update on Control 3's propagation after being upgraded. – **KT McNulty**
- I was hoping to have a propagation map available to you guys. I do not have it yet, but I did see that Russell joined. Russell are you able to talk about the propagation?

Russell Holmes - Unfortunately, I have been having a lot of problems with the propagation software that we use here in TCOM. That is one of the reasons that I was not able to provide a map for this meeting today. I hope that the users experience does match our estimates . We figured that the propagation of the new systems versus the old system is significantly increased. Especially northwards towards Windsor and if that is not the users experience, please correct me.

Ken Reese - I have done some testing on Control 3 and I have been able to talk on Control 3 from Southern Geyserville to Forestville, Occidental, Graton and back to Santa Rosa all the way to Sonoma Valley and as far South as the grade. The expanded area on Control 3 is tremendous. Sonoma and Jackson alone cover the bulk of that core of the county. Then of course Barham is that extra added push out the Valley and Sonoma Mountain down in Sonoma and into Sonoma City. I drove through these areas. I am on a portable and it is scratchy, but I can copy you clear. If somebody is on a 25- or 50-Watt mobile. I think that they are going to do quite fine and bulk of those areas. That has been my experience thus far.

Russell Holmes - I do realize that we had some initial issues with overlap. That being you know two repeater sites basically negating each other very early on after the implementation of this new system. My team has gone back and made some subsequent adjustments. All of that should be relieved.

Ken Reese - I think that it is absolutely worthwhile to go out and really see how far North, East, West we can push it. So we really know a good footprint in which we might be able to use Control 3 and then obviously determine if we want to expand the agencies that go on that Channel help balance the load between the three control channels, but that is probably for another discussion.

Russell Holmes - Absolutely and an additional piece of surprising, good news is that the FCC actually approved the Control 3 frequency to be broadcast countywide.

KT McNulty - That's awesome.

Russel Holmes - Really all we need is the funding to install the actual equipment.

KT McNulty - That's great news.

Spencer Andreis - Did the licenses get dated already Russel or is that still pending the infrastructure buildout?

Russel Holmes - The FCC licenses are updated.

Spencer Andreis - Great

Russel Holmes - I cannot speak for any individual department owned FCC licenses for their subscriber devices, but from an infrastructure perspective everything is approved through the FCC.

Spencer Andreis - Good news. Any further questions or discussions on the Control 3 topic.

b) SOP

- a. SOP 40 - Storm and Disaster Procedures – Discussion and approval of updates made to SOP 40 - Storm and Disaster Procedures. Inclusion of MIMP language and proposed emphasis on disasters in general vs. storms - KT McNulty - I just added language to include the MIMP terminology. I also wanted to change it, because it was mostly storm driven and I wanted to change it to disaster procedures. I just changed a little bit of that language. I am not sure when this was written. What we were visualizing on how an agency that initiate self-dispatch procedures is receiving the calls from REDCOM. I know during the lightning complex. That was one of the biggest concerns inside the dispatch center. Is that we had several calls in pending and we were not sure which ones were already acknowledged by Marshall. I do want to work out mechanism for giving and ensuring that the calls are received in the field. If anyone has any thoughts on that.

Chad Costa - I just did a presentation to A Shift today on our department operations guide and we talked to exactly about like the battalion becoming Petaluma IC and receiving all calls from REDCOM. Then having that individual you know dispatch units appropriately over Control 9. The great thing about the future is as we take on Tablet Command is once you assign, or you create an incident, and it shows up on our screens. We have the ability to hit "Manage Incident," then essentially save that incident within our agency. Then REDCOM could clear the call from the screen. There are some tools coming in the future that I think will make this easier. Other than just that Incident Commander saying that they received the call.

Spencer Andreis - We did this in 2005. Where we implemented this with the

New Year's floods. Control 4 delivered each of the service calls to the Battalion Chief who is essentially what Chad was referred to as the Sonoma IC and then he would prioritize those calls based upon unit availability within the valley. Then once we free a unit up, we would take care of that call for service. Then any of the 911 calls, medical, structure fires and things like that would be dispatched over REDCOM. If that makes sense.

KT McNulty - Yes.

Chad Costa – Is this policy already in place or is this a new one?

KT McNulty – It is already in place. However, it did not include MIMP language. That is fairly new to us. After the conversation at the last DOAG meeting there were a couple other items that we needed to touch up on in here including altering medical calls.

Chad Costa - Thank you.

KT McNulty - The next change that was discussed at the last DOAG meeting is removing the non-emergency calls. I think this has to happen. That a supervisor is going to need to make decisions about emergency calls that are going out as well. Depending on what resources are still available. Then also the decision to modify emergency medical responses should be coordinated effort between the REDCOM supervisor and the EMS duty officer. There was no language talking about medical incidents previously and that is the changes.

Spencer Andreis - Any discussion or questions on SOP 40?

Brian York - I apologize for missing the last DOAG meeting in September, and I am looking at the minutes. There was a bit of discussion regarding the MIMP or a disaster procedure. They may have been discussed last time. There is definitely a concern or requires a heightened level of detail when it comes to what is the MIMP being applied for all incidents or particular type of incident. Where we have had issues in the past on the St. Helena's side is you know the Petaluma Division or Branch, or IC has five resources assigned and then there is a new medical. Is that new medical being dispatched by REDCOM or is that new medical going to the Petaluma IC to free up resource as the closest resource to the new medical. Do we even know if they have a resource available and has that always been a balancing act that we have had to deal with our IC's?

Chad Costa – That makes sense. I know just reaching out to other agencies with Tablet Command. The nice thing about that was those agencies read the dispatch center's responsibility was just to ensure that the branch or the

division or the incident commander was aware of the incident details. Then from there they manage the resources. If it is not set up like that, I could see how that could get super confusing. With what me as the IC supposed to handle on what REDCOM supposed to dispatch. Then how would you keep track of that. I could see that being super confusing.

Brian York - For us it just comes down to the delay in dispatch. The closest resources right down the street from a staging area where they had their IC setup and so are we using a resource that may be outside the area or inside the area that is such a conversation piece it needs to be open dialogue that is maintained to make sure that we are not robbing Peter to pay Paul and we are not duplicating efforts for a new incident.

Chad Costa - In a disaster I would want full control as the IC to know what incidents there are. Then it would be my responsibility to send the resources or ask REDCOM to help augment that response. I feel like I would want all the calls to just come to me and then I would determine how I want to handle that.

Brian York – Chad I do not think there is a right or wrong answer. It just seems to be communicated what the answer is going to be.

Spencer Andreis - I agree. This would be a perfect case example especially for the fire-based ambulance providers. That we may send an ambulance solo to a medical call. Where REDCOM is automatically revert back to deployment plans and it is going to find a Type 1 engine and an ambulance. It gives that latitude to that Incident Commander and that tracking ability of where the resources are.

Chad Costa - Thank you.

Spencer Andreis - Any further discussions on SOP 40? Hearing none. Looking for motion for approval.

b. SOP 5 Radio Channel Line Up and Use – Place holder for discussion on any updates – Spencer Andreis and Marshall Turbeville –

Spencer Andreis - Marshalls not on. At the last meeting Marshall did present an update to SOP 5 which for those that were not with us is essentially kind of our guiding ICS form for recommended radio channel lineups for each of our agencies. KT, he said he was going to amend is that correct?

KT McNulty - He was just going to do some work to add more of an

ambulance load. So the hospital channels and I am not sure what else. Then there was a suggestion to change the title of the SOP to be less of mandatory sounding and more of a tool.

Spencer Andreis - A guide. Let us table this to next meeting. Since we do not have the updated document. We can hopefully have that completed by then if that works.

Brain York - I'd like to throw a wrench in the mix. We need to look at eventually trying to get off the CDF TAC 6 in Sonoma County. That is not going to happen this year. It is in direct conflict with Mendocino Cal Fire. I do not know how long ago it was assigned, but as of today Mendocino is not able to change their TAC Channel. They only have two assigned for their unit. Where we have five. Those that have more are asked to change. Eventually they will try to get to TAC 5 instead of TAC 6 in the West. Is that primary or secondary and maintained TAC 10. I am not looking to have that changed this year. I know that it is a heavy lift and that is a conversation we need to have offline Spencer to see the feasibility or practicality of that and what that timeline might look like.

Spencer Andreis - Is there any way to do see if TAC 10 is the primary and TAC 5 as a secondary in the West?

Brian York - That is no problem at all. The idea would be trying to get TAC 5 and Tac 10 for Sonoma County. Which ones identified as a primary is really up to us.

Spencer Andreis - I totally understand . I think TAC 10 would be in our best interests. It is infrequent that we actually use the secondary TAC, but obviously for those few and infrequent times. If we communicated well to the agencies that we could definitely roll with the punches but if we could shoot for TAC 10 as the primary. I think would rest easy with much of the agencies for the obvious cosmetic concern of our TAC 5.

Brian York - I understand that there is no Sonoma Tac 6 or 10. To make it clear. That there is no confusion with Sonoma TAC or CDF TAC that numbers do not get duplicate. I just want to put that on the radar before we get too deep in finalizing the updates that occurred in the last meeting. I apologize I was not there, but it is something that has been on my radar. That we need to start working on coming up with a solution. To show that we are making a good faith effort to make those changes.

Spencer Andreis - What is your vision of effecting that change? Are you thinking this Fire season or next Fire season?

Chad Costa - Well it really comes down to how the agencies in Sonoma

are reprogramming. People are going to different platforms etc... It will be a heavy lift for us to get it done before May of this year. That is why I want to put it on the radar now so hopefully by next year we are moving forward. That TAC primary would be fantastic to try to make that move by summer. Everyone should already have that. Then maybe stick with a the VFire 22 for this year as a secondary and then eventually get to another TAC 5 if possible.

Spencer Andreis – OK, maybe you and I can talk offline and then kind of come up with plan but think the TAC 10 transition would be easy. The big one I can say would be the sooner the better. To afford the agency the ability to get in and reprogram us. I know a lot of the TK 790 users that are still in existence. Like that jump button feature. I know our agency we have TAC 6 in one of them. That would require a complete re-clone of all our mobile radios and portables.

Chad Costa - I understand the lift for sure and that is why it is not a demand at this point it is something to start working towards.

Spencer Andreis - Sounds good.

c) CAD/Back up

- a. Update on Tango Tango and items from Director's Report - Ken Reese - Just to talking on some of these points a little bit. One of the things that were working on right now is. Ways to have more of a virtual PSAP kind of a scenario and some of that involves the use of Tango Tango as our radio infrastructure piece. When we do not have the ability to have mobile radios at our fingertips. Also from a standpoint, we will be looking for things like this product that KT was talking about with Genesis Pulse. That will potentially enable us to do some additional monitoring. Get recommendations and things like that for responses aside from the CAD system. I am not exactly sure how that is going to play out yet. But that is being implemented. I do not know whether there is another spot that we should be talking about that particular product, but I will just go ahead and touch up on it now. The Genesis Pulse is a situational awareness software that we are getting in there like KT was saying. It does Waze data; it has a component to where you could put in the system status plans. Then it will make recommendations for resources to go. It is a static plan, but it will make recommendations for the best resources, to go fill those holes based on what the traffic patterns are doing or what you have plugged into the system. We are kicking off our meeting tomorrow. We are going to be establishing data and then we are going to get some additional training on it. We hope that it is going to be up and running and

utilizing it in some sort of a capacity sometime around March 1st. The CAD and backup systems we are going to be going through a big construction project here and it is going to affect our radio room. Which is where all of our infrastructure lies. We are planning to make sure that we have all of our backup procedures in place and that everything is done and tested. I think that is it for the CAD backup.

Spencer Andreis - Thank you Kenny. Any questions for Kenny.

8. Next meeting will be March 22nd, 2022

Spencer Andreis - I will go ahead and open up for good of the order. Anybody wishing to speak do so now

Brian York - Good afternoon, I would like to let everyone know there is a new Cal Fire ECC Chief for the Saint Helena Command Center. Her name is Nika Vasquez, and she started her position today and we will be transitioning over the next few months. She will be the new point of contact for Saint Helena Command Center. She is not on the call today, but we will get her to the next meeting and do some introductions then. In the meantime, I am still a point of contact she will be CC'd on all the correspondence and then when she has gotten it figured out. We will do a formal transition.

Brian York - I am not sure if you guys are looking at radios. BK's are no longer supported by BK or being produced. Cal Fire bought the last five hundred radios available. The problem now for local governments that bought the BK1's and 2's you are going to have a hard time getting a repaired because they do not have the parts or to maintain them. I will be looking for our new platform to be on the next three to five years. We are currently testing a few different radios. One of them being the BKR 5000. Which that is just one option. We are looking at a Kenwood which is not going to work so far because of the firmware platform does not allow for user command groups. We are still on the hunt for a radio. I just want to put that out there. If you are looking at KNG's. I would stop looking at KNG's. I would start looking for a different platform to run on. Motorola APX is a great platform, however, that is not going to be supported at a larger incident. It is not a fire scope approved radio and so the public safety communications guys are not able to support those in the field. Thank you for the time.

Spencer Andreis - I do have one question while we are on the topic of communications. Any forecast or vision or scuttle on any big radio changes for this upcoming fire season?

Brian York - I have not seen any major changes. The Forest Service

appears to be dormant. There are no appeals this year which is fantastic news. I am still waiting for FCC approval. Which sounds like it is going to get approved. We have a new command channel in development for LMU it will be LMU Command. It will mostly be on the East side of the unit deployment for now. With the first sight being Mt. Vacca and then being available on portable repeaters or temporary licensing for Mount Saint Helena, Berryessa and Konocti for this summer. That will be the only changes LMU Command being added. I have a meeting next Wednesday the see where we are in that project. If it looks like things are go with the FCC with no hang ups. Then I will get that new frequency out to all the cooperators for radio reprogramming. Our loads were due last week to Sacramento for the new 2022 load to be developed and hopefully out by March. They say every year of course it is never out in March so hopefully by April or May. There are no significant changes.

Spencer Andreis - Any questions for Brian? Anybody else have anything for good of the order.

JohnRey Hassan - I just wanted to briefly say hi to folks and introduce myself as the new Regional Director for Sonoma County , AMR and REDCOM.

Spencer Andreis - Thank you for being on and welcome.

Ken Reese - When we are talking about the CAD and back up stuff. There are also going to be getting a new radio console system. Right now they use the same thing we do is called MODUCOM. They are moving to a product called INERTALK That is also going to give us some opportunities to put some different base stations in and have a cleaner better way for Cal Fire to be able to get into our full simulcast system. That way when they when they do have to take over for us and they are able to tone out resources. It is not just being able to tone out over Sonoma Mountain and only catching you know a small portion of the county. That is happening sometime in March or somewhere around there per Brian. Our Saint Helena infrastructure. The radio shop said probably be going at least another six months. That is something that is going to be looking at down the pipe for interoperability.

Spencer Andreis - Thanks for the update, Ken. Anybody else.

Brian Crab – Chief Boaz has asked that I started attending meetings. I will be here from here on out. For those that do not know me, I have been a part-timer at REDCOM for almost seven years. I work as an Engineer and acting Captain currently for Healdsburg Fire Department. Hopefully, I can contribute, and I am excited to be here. Thank you. .

Spencer Andreis - Thanks Brian. Anybody else? Last call.

9. Adjournment- Motion to adjourn – Spencer Andreis – Meeting adjourns at 14:07. I appreciate your time and we will see everybody or talk to everybody in March. Thank you everyone.

2021-
2022

REDCOM FY 21-22 Q4 Director's Report



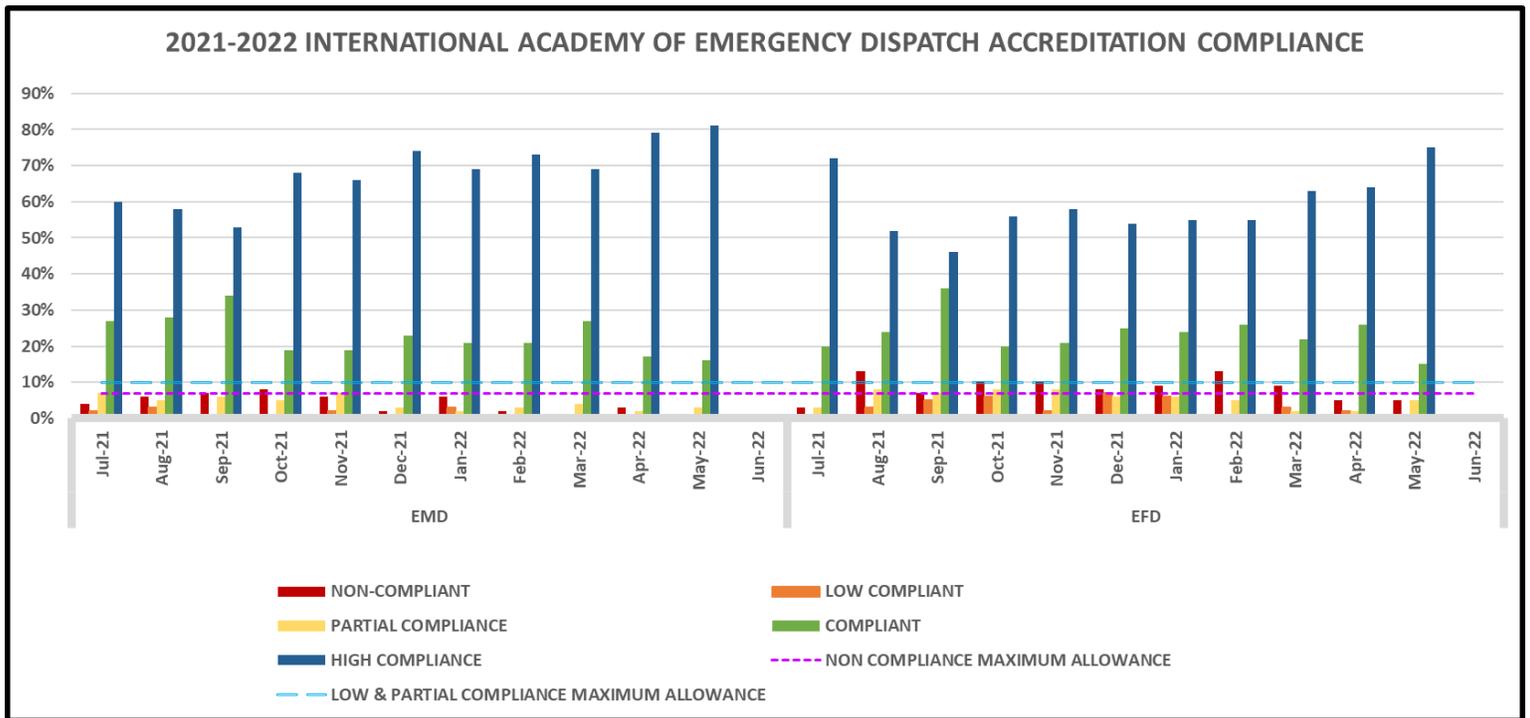
KT McNulty
Executive Director, REDCOM
7/6/2022

Operational Report

Accredited Center of Excellence (ACE) status report

- ACE Update:** REDCOM achieved their Accredited Center of Excellence for Emergency Medical Dispatching in 2017 and their Emergency Fire Dispatching in 2020. For Medical we continue to exceed ACE standards. For Fire in the previous quarter we experienced a drop in compliance, which we have recovered from in the current quarter. *June data not yet available.

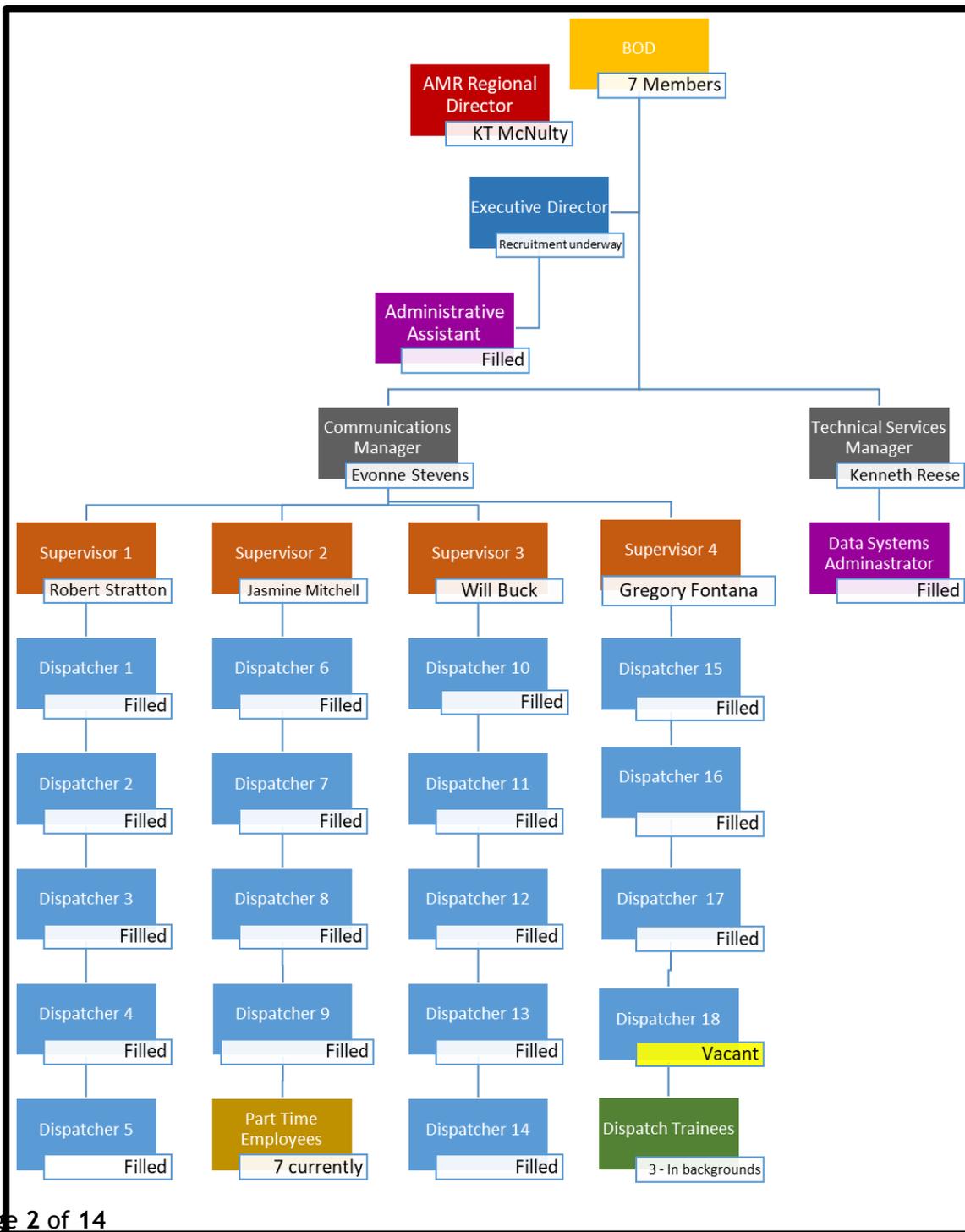
Figure 1.



Staffing update:

- Upper Management: Technical Services and Operations Manager positions are filled.
 - Recruitment for Executive Director is in progress.
- Supervisors: All 4 positions are filled.
- Fulltime Dispatchers: 17 out of the 18 positions are filled
- Part time Dispatchers: All positions are filled.

Figure 2.



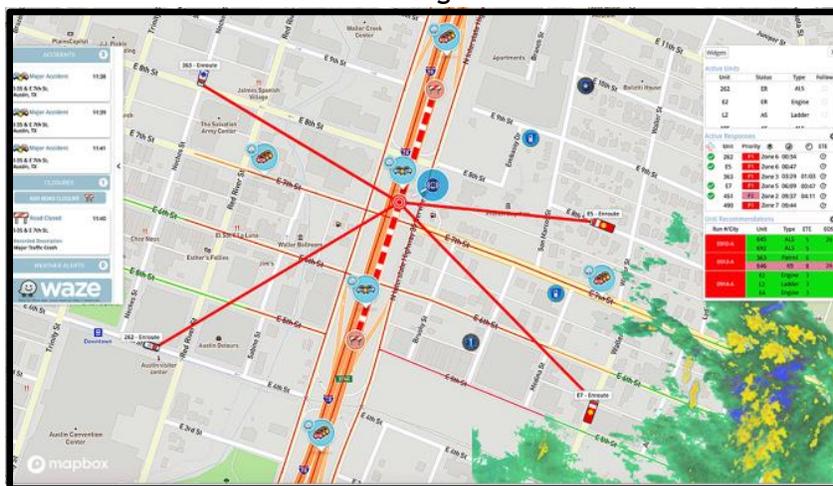
Operations Update:

- Employees have been training for fire season preparedness including:
 - Active status review
 - SOP 28 - SRA, MTZ and Borderline Vegetation Fire incidents
 - SOP 18 - Requesting Additional Resources
 - Full IROC course issued again for the first time since the initial roll out.
 - Quarterly Wireless Emergency Alerting training.

Technology update:

- Genesis Pulse: Software that incorporates real time Waze traffic information with our responders' AVL data, 911 callers' location services, medical alarm patient information and real time reporting of traffic accidents/hazards through the end user Waze application. Product is nearly online and testing should begin shortly. Additional monitors are currently being installed at each CAD workstation.

Figure 3.



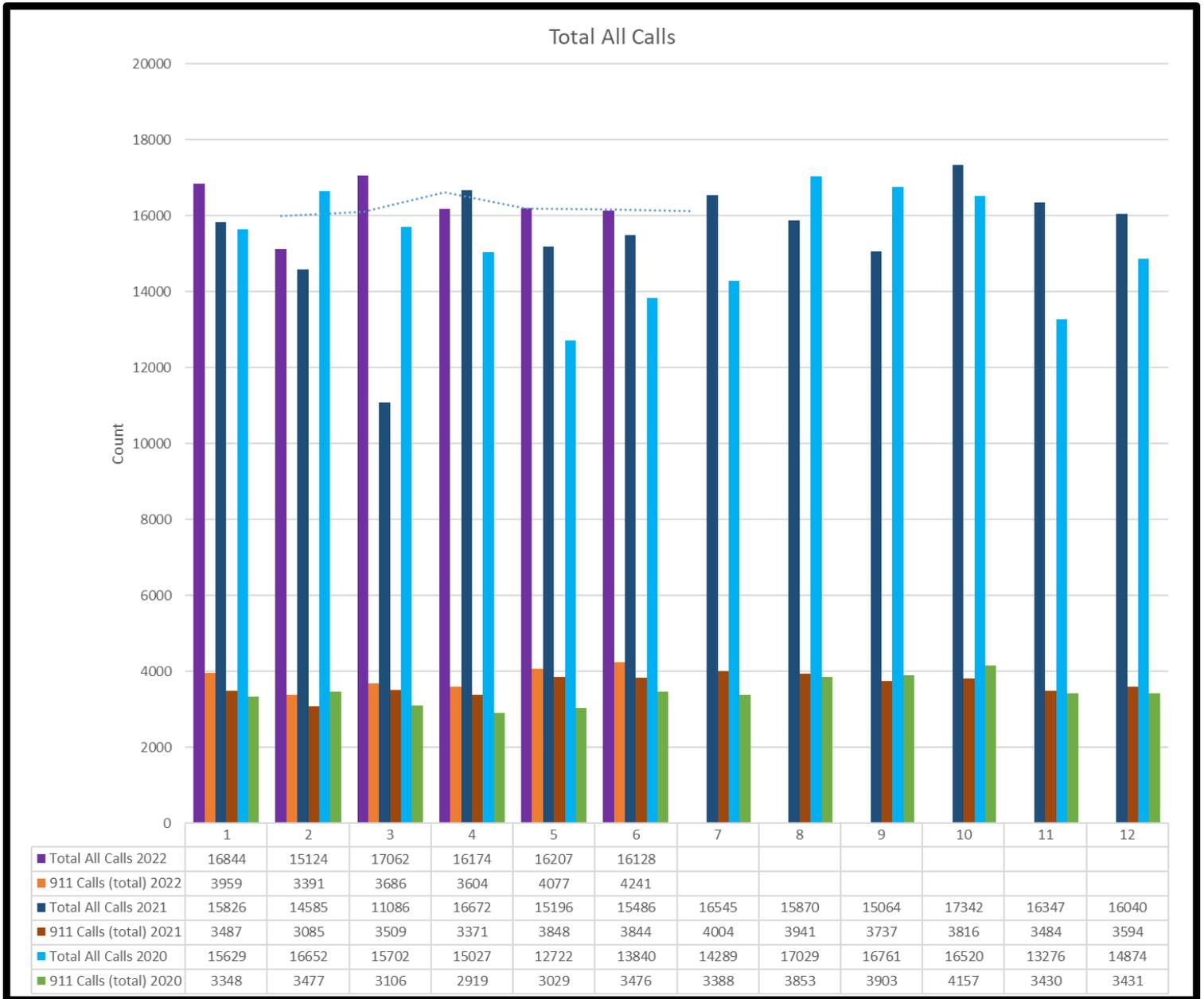
- The REDCOM Communications van is fully outfitted and ready for full use.

Call Trends

REDCOM workload is largely dependent on total telephone call volumes and call durations. Although telephone call volumes do not account for the total of all work processes, there is a strong correlation between total telephone call volume and workload in the communications center. The following workload trends are actively monitored by REDCOM management:

Total and 911 telephone call volume by month:

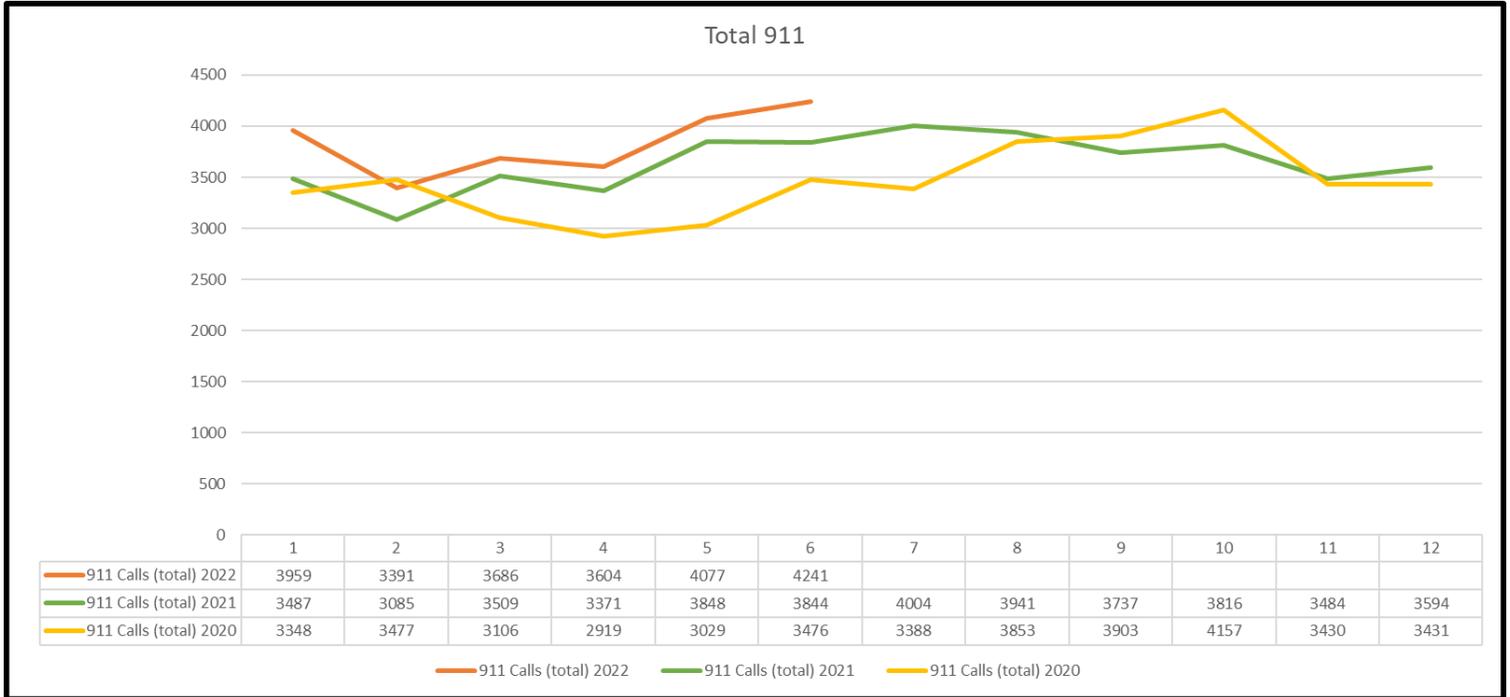
Figure 4.



Total 911 calls:

911 call volume is monitored to ensure appropriate staffing and additional resources are available to manage the latest trends in volume.

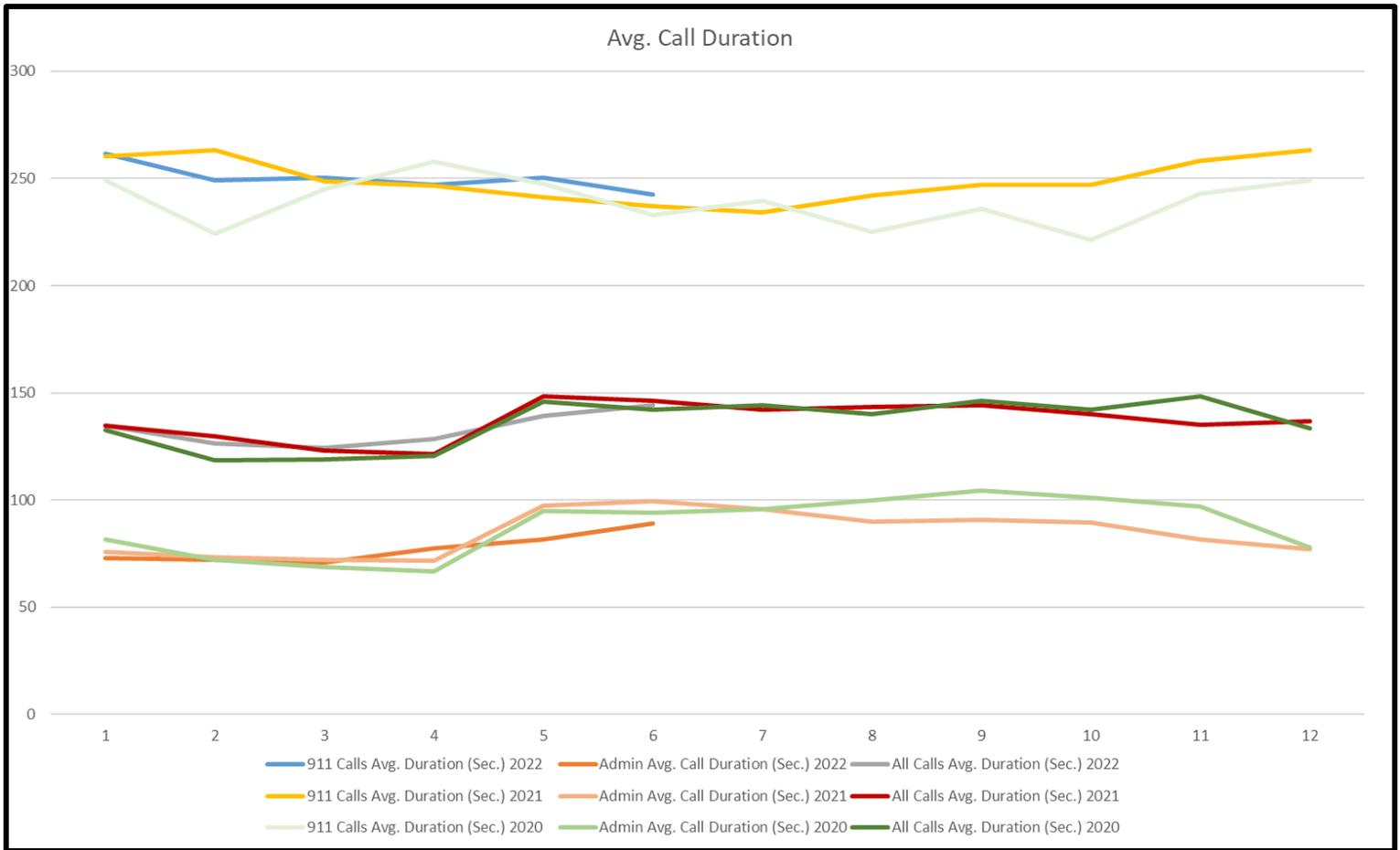
Figure 5.



Average Call Duration:

Call duration is measured as the average time (seconds) it takes REDCOM to answer and complete (disconnect) a telephone call. 911 Calls and Administrative Calls are measured separately and included in the total average.

Figure 6.



Contractual Performance:

Under the *Redwood Empire Dispatch Communications Authority Agreement for the Provision of Fire and Ambulance Dispatch Services*, REDCOM is required to adhere to the following performance measures:

Answer Time Performance Criteria:

1. Answer 90% of all 911 calls within 10 sec. (Figure 7 is a summary of Figures 9-11)
2. Answer 95% of all calls within 20 sec.

Call Processing Time Performance Criteria:

3. Maintain call processing times (pick-up of 911 call to tone out of resources) of 70 sec. or less 90% of the time. (Figure 8 is a summary of Figures 12-14)

REDCOM consistently exceeds these standards. * Performance standards do not apply to calls for which it is unreasonable to expect compliance with the established standards. These calls shall be exempted and shall not be counted for the purpose of determining compliance. Such calls include, but are not limited to, calls from non-English speaking callers, non-eyewitness callers, impaired callers or young minors, calls for which no 911 data has been provided, calls where the CAD or other equipment has failed or malfunctioned and calls during periods of system overload. Call answer times remain constant and well within the contract requirements.

Figure 7.

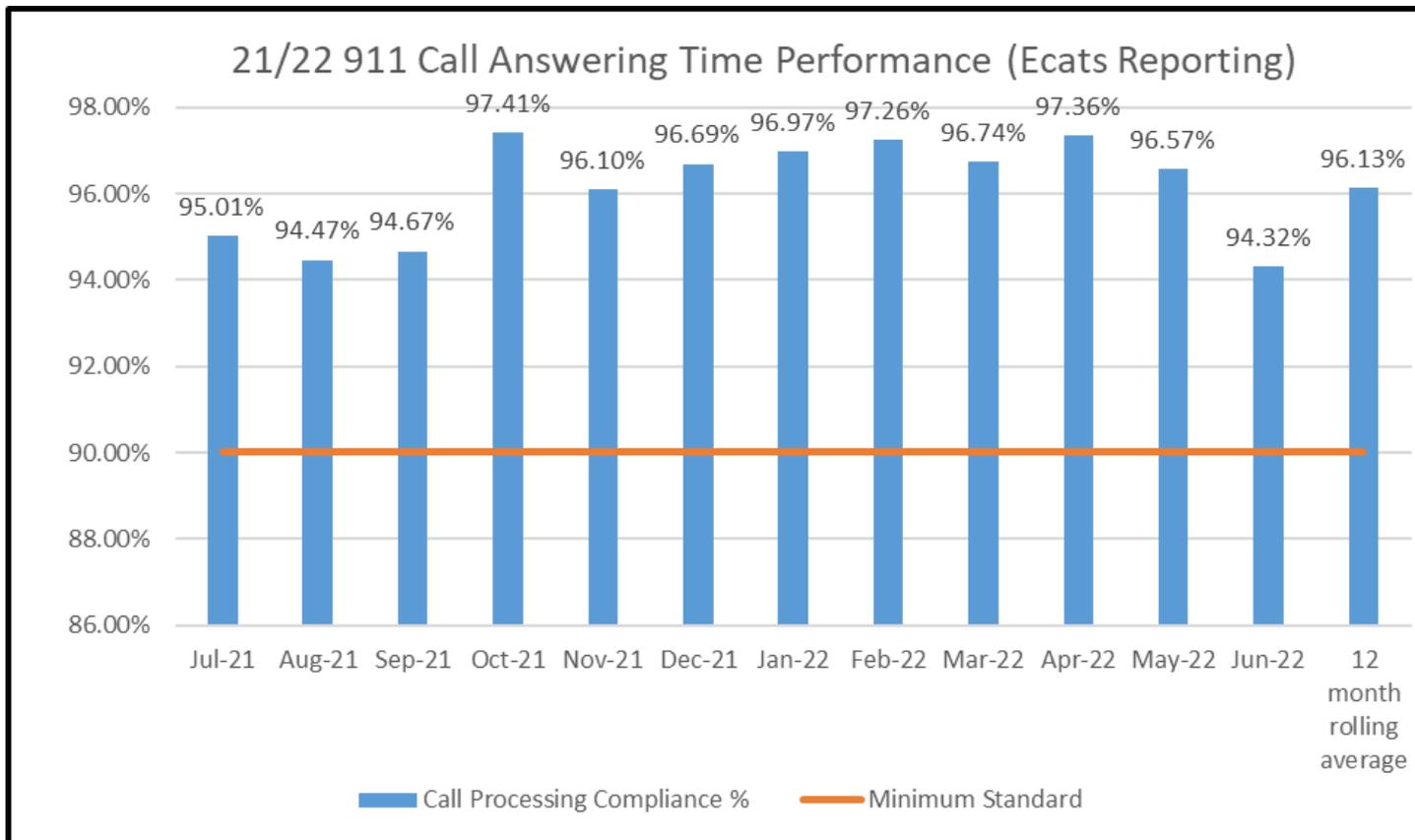
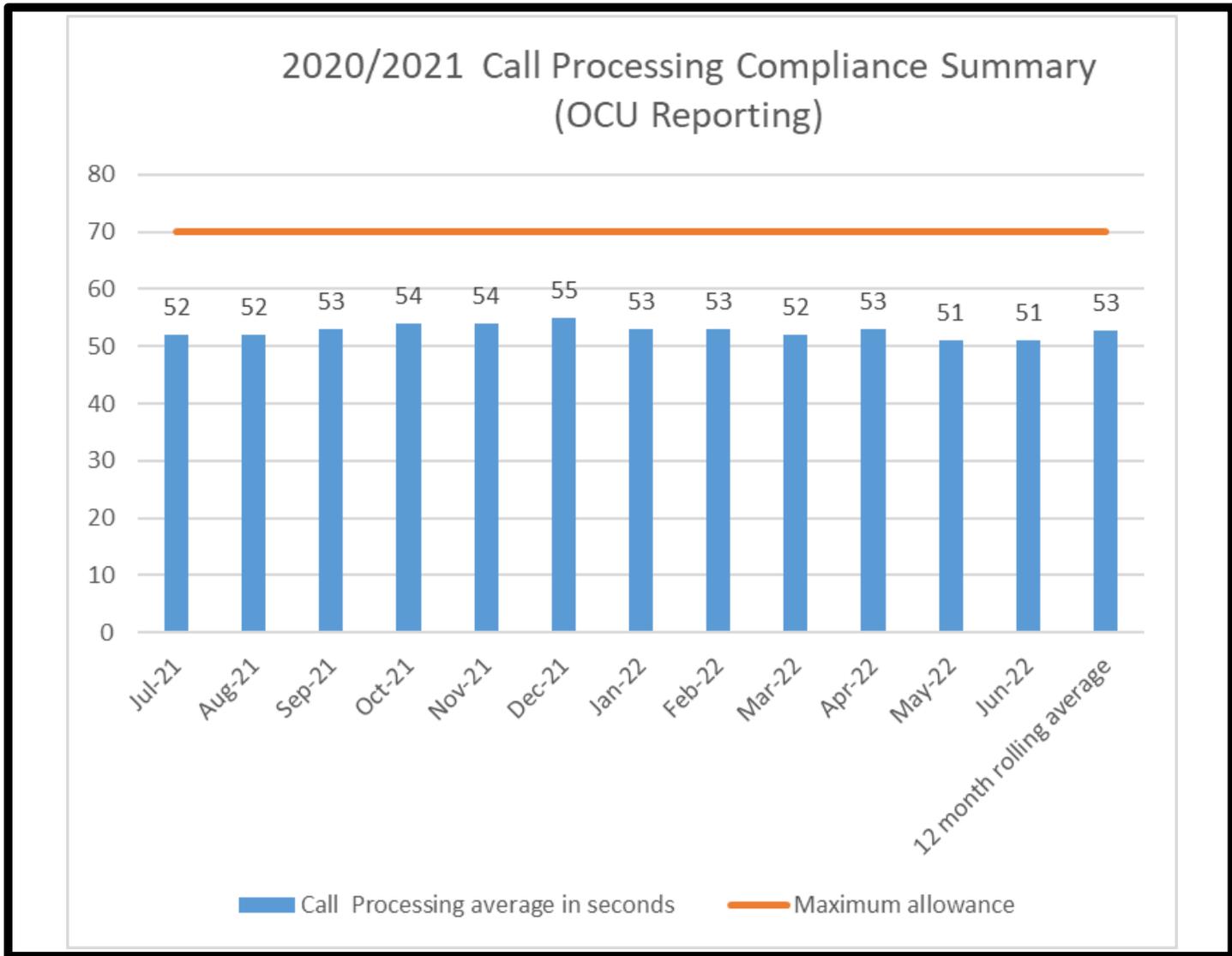


Figure 8.

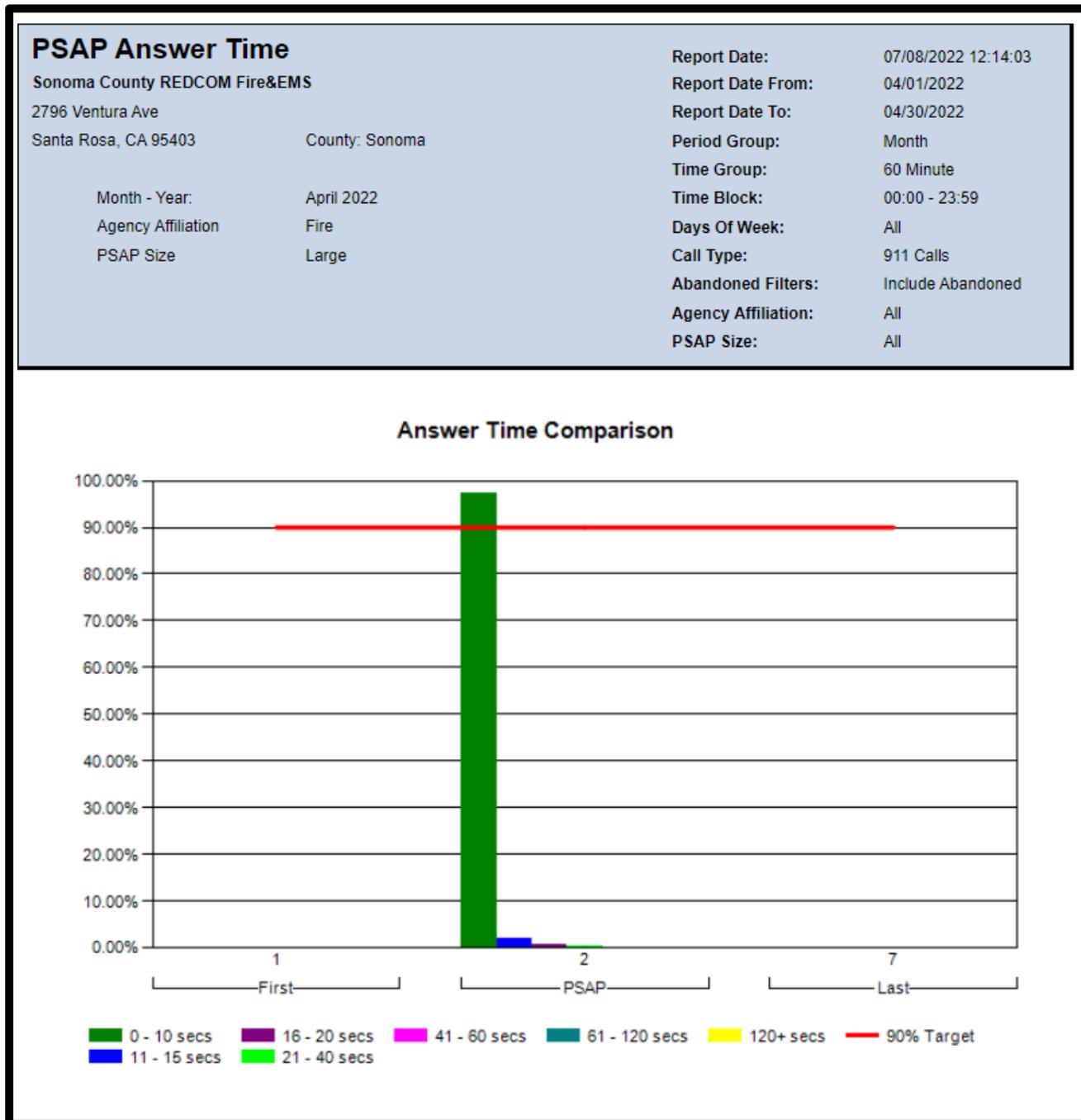


April 2022:

0-10 sec. = 97.36%

0-15 sec. = 99.28%

Figure 9.

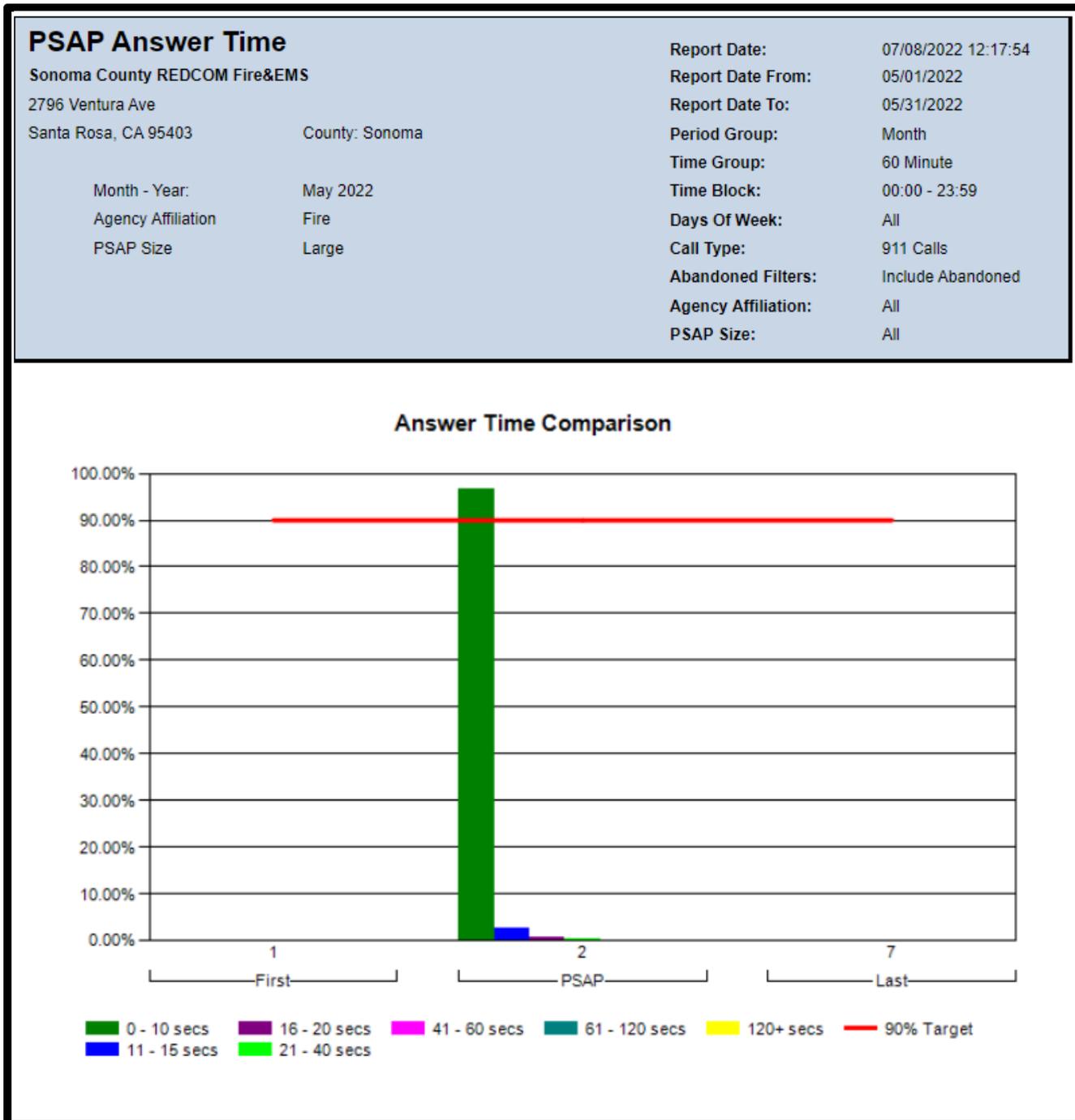


May 2022:

0-10 sec. = 96.57%

0-15 sec. = 99.22%

Figure 10.

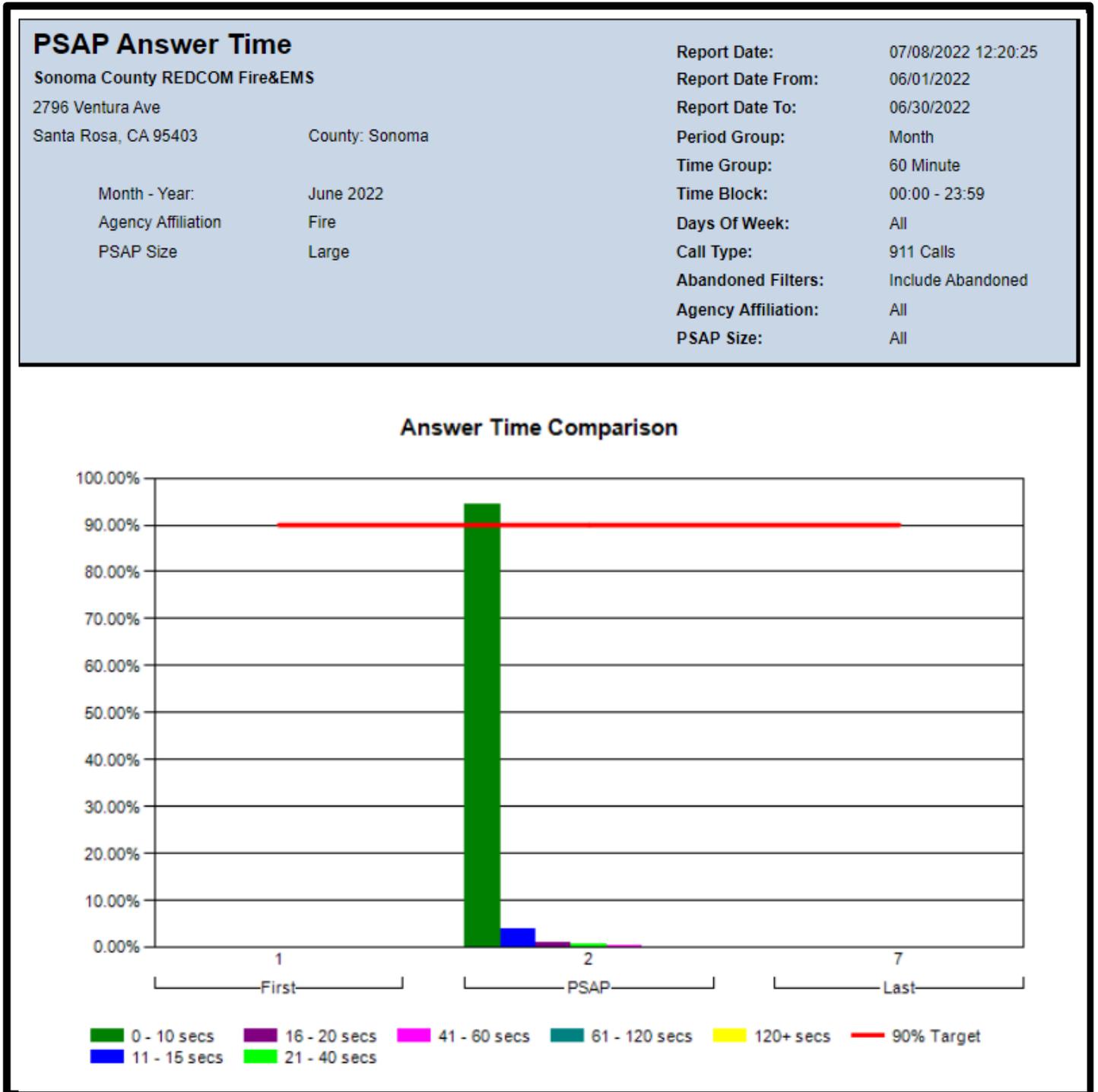


June 2022:

0-10 sec. = 94.32%

0-15 sec. = 98.18%

Figure 11.



Call Processing to Dispatch Times

REDCOM uses a late-dispatch processing strategy to more accurately measure REDCOM's dispatch time performance. Previous methods were inclusive of Primary PSAP times but did not accurately reflect REDCOM's performance. This methodology eliminates the time taken by the Primary PSAP to forward the call to REDCOM. Additionally, any late dispatch is investigated by a Supervisor in near time. This provides better opportunity to provide feedback to the dispatcher and a more accurate evaluation of the call circumstances to identify if the call meets exemption criteria (figures 12-14). REDCOM Call-taking compliance and exemptions will be reviewed every-other-month by the REDCOM DOAG. The graphs below represent REDCOM's fractal dispatch time performance.

April 2022

Figure 12.

Compliance Reporting 2022/04/01 - 2022/04/30											
Zone	Priority	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Compliance Calculated Incidents	Compliance Calculated Late	Call Processing Compliance	90th % Call Processing
ALL	Call Processing	3420	0	3420	568	417	417	3003	151	94.97%	00:00:53

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May 2022

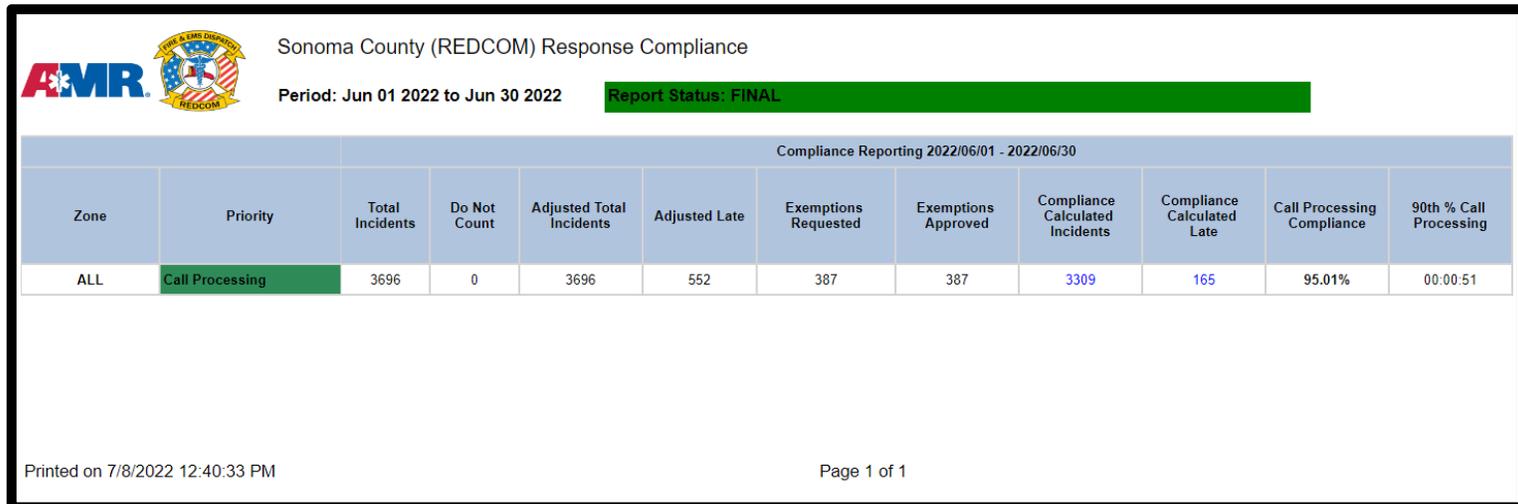
Figure 13.

Compliance Reporting 2022/05/01 - 2022/05/31											
Zone	Priority	Total Incidents	Do Not Count	Adjusted Total Incidents	Adjusted Late	Exemptions Requested	Exemptions Approved	Compliance Calculated Incidents	Compliance Calculated Late	Call Processing Compliance	90th % Call Processing
ALL	Call Processing	3765	5	3760	558	411	411	3349	147	95.61%	00:00:51

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June 2022

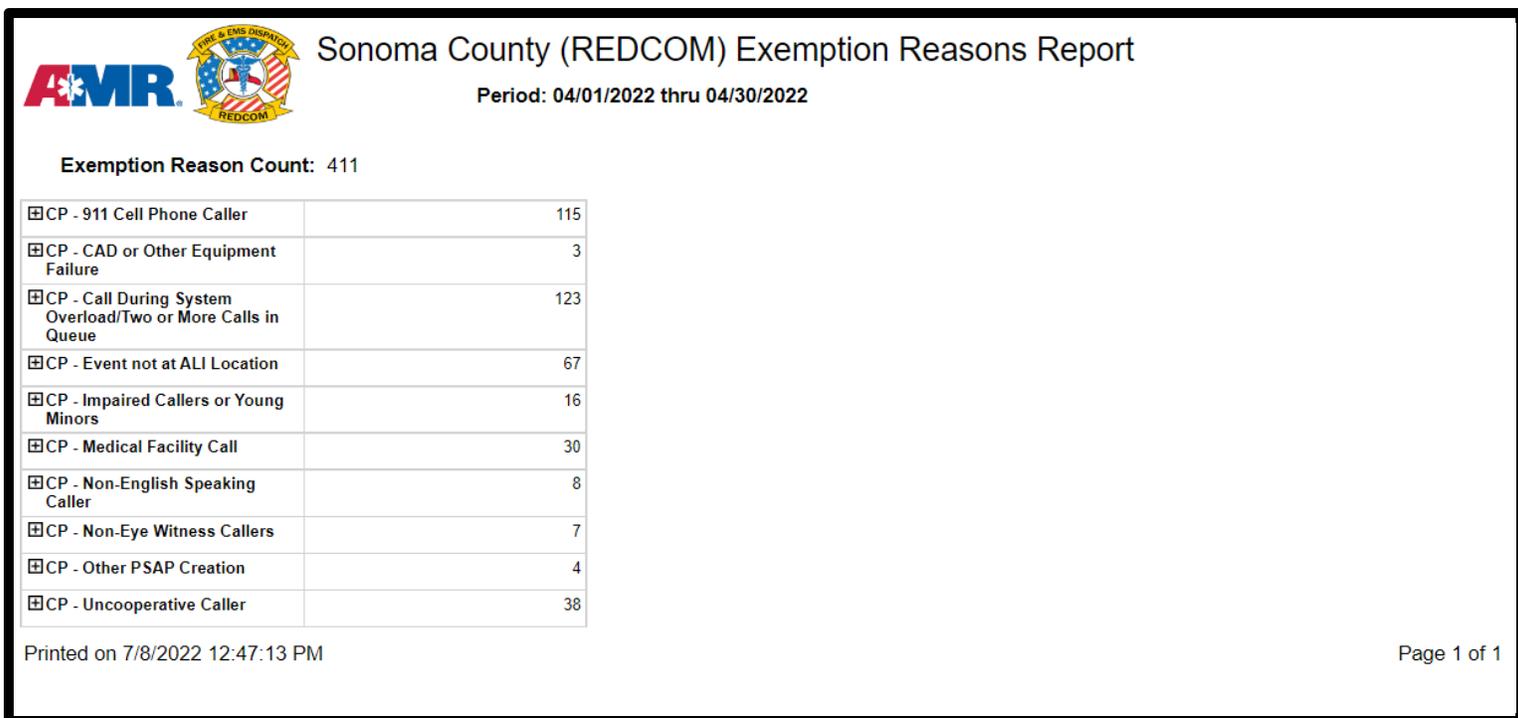
Figure 14.



REDCOM Exemption Reason Reports:

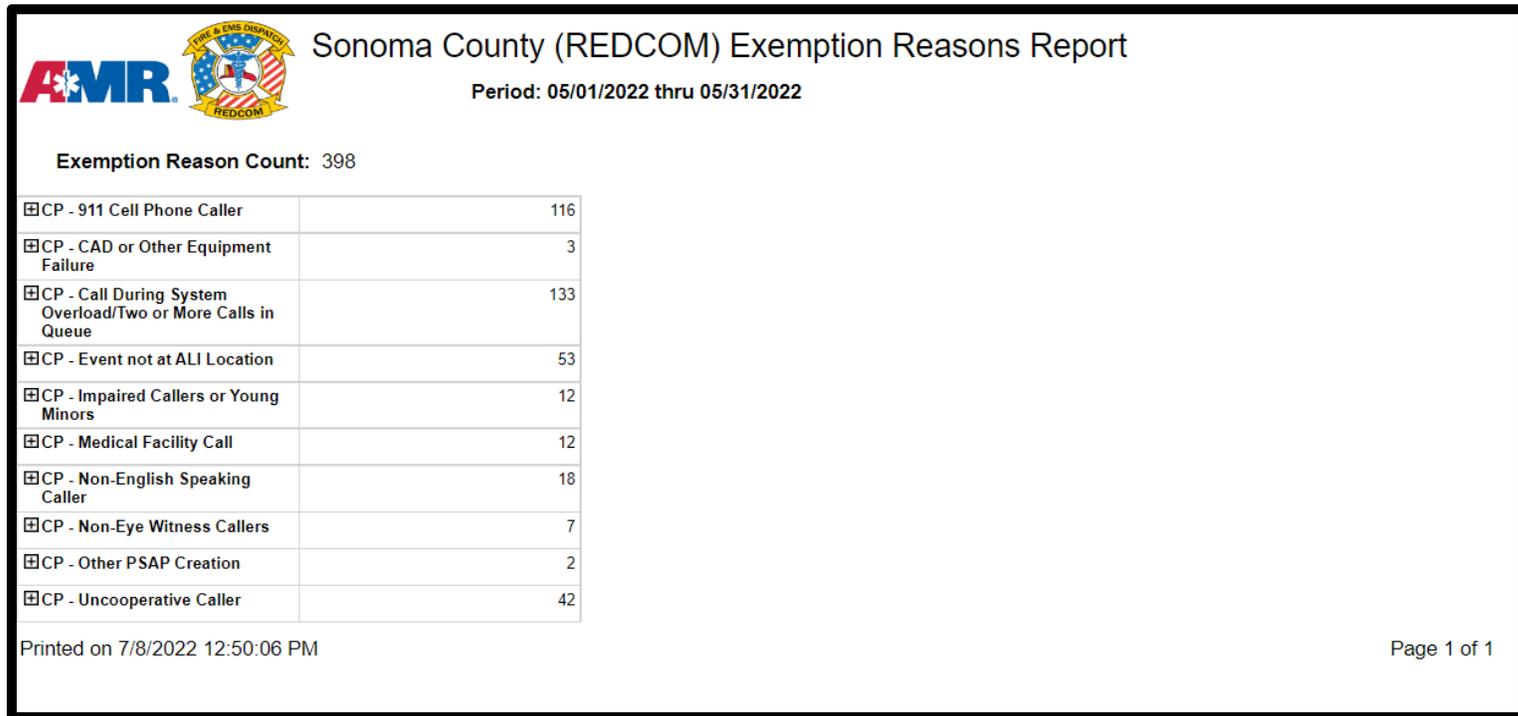
April 2022

Figure 15.



May 2022

Figure 16.



June 2022

Figure 17.

